

# Expanding CalFresh to SSI Recipients: Access for All Guest Speaker Webinar Series



Serving People in Multiple  
Languages & Welcoming  
Immigrants

April 16, 2019

# How to Listen In

- This webinar will be held in “listen only” mode.
- There are two ways to connect to audio:
  1. Via phone
  2. Via computer
- [For closed captioning, visit:](https://www.streamtext.net/player?event=CalFresh)  
<https://www.streamtext.net/player?event=CalFresh>



# How to Ask Questions

- On-line through GoToWebinar
  - Type your questions into the question pane on your control panel anytime during the presentation.
  - Responses to questions will be provided and posted after the webinar on the Expanding CalFresh Training webpage:  
[www.cdss.ca.gov/inforesources/CalFreshSSI/Training](http://www.cdss.ca.gov/inforesources/CalFreshSSI/Training).

**Note:** This webinar will be recorded. A link to the recording and all presentation materials will be posted on [www.cdss.ca.gov/inforesources/CalFreshSSI/Training](http://www.cdss.ca.gov/inforesources/CalFreshSSI/Training).

# Expanding CalFresh to SSI Recipients: Access for All Guest Speaker Webinar Series

Date and Time	Topic	Guest Speakers
April 16, 2019 1:00 PM – 2:00 PM	<u>SERVING DIVERSE COMMUNITIES &amp; ADVANCING RACIAL EQUITY</u>	Public Health Advocates

Register and view past webinar content at  
[www.cdss.ca.gov/inforesources/CalFreshSSI/Training](http://www.cdss.ca.gov/inforesources/CalFreshSSI/Training).

# CalFresh Expansion to SSI Recipients



- Starting June 1, 2019, seniors and/or people with disabilities receiving Supplemental Security Income and/or California State Supplementary Payment (SSI/SSP) can apply for and receive CalFresh if otherwise eligible.
- There is NO change or reduction to SSI/SSP amount.
- For more information, visit the Expanding CalFresh webpage at [www.cdss.ca.gov/CalFreshSSI](http://www.cdss.ca.gov/CalFreshSSI).



# Lena Morán

## Just Communities Central Coast (JCCC)

## **Our VISION**

Just Communities envisions an equitable and inclusive Central Coast where all people are connected, respected and valued.

## **Our WORK**

Just Communities works to ensure every school, organization and community in CA Central Coast is a place of opportunity, not a place of limitation.

## **Our APPROACH**

Just Communities works with schools, nonprofit organizations, government agencies, and other groups to foster equity and social justice through professional development, consulting, coaching, and planned change.

# Just Communities Language Justice Initiative

- JCCC provides training and support for interpreters through the Interpreting for Social Justice Workshop, The Community Interpreter International and the Language Justice Network
- JCCC provides training about inclusive multilingual meetings/events etc., because successful multilingual spaces depend on everyone, especially those coordinating, facilitating, and providing information



# About the Facilitator

- Lena Morán, MA
- Program Manager, Just Communities
- Interpreter
- Translator
- Language Access Consultant



# Objectives

- To introduce **language access** as a critical part of **effectively serving and working with** multilingual communities.
- To explore **best practices** for multilingual outreach, engagement, meetings and events.
- To explore **best practices** for working with immigrant populations.

# What is language justice?

- A commitment to ensuring all voices are welcome, respected and valued.
- A process that allows all people to participate in the language they feel most comfortable using.
- Putting tools in place to help people connect across differences of language, culture, race, ethnicity, and immigration experience.
- An essential element of Cultural Proficiency in a setting where more than one language group are present.
- Vital to ensuring that everyone's voices are truly heard and included in the process of school, organization, and community change and improvement.

# Language Justice means...

- Developing a **critical analysis of language and power**, including intersections with racism, ableism, & nativism
- **Advocating for the rights** of all people to...
  - Have their languages recognized and respected
  - **Participate fully** regardless of the languages they use in our movements, communities, and society
- **Connecting people** and movements across language barriers
- **Creating multilingual spaces** where no one language dominates over any other

# Why language justice?

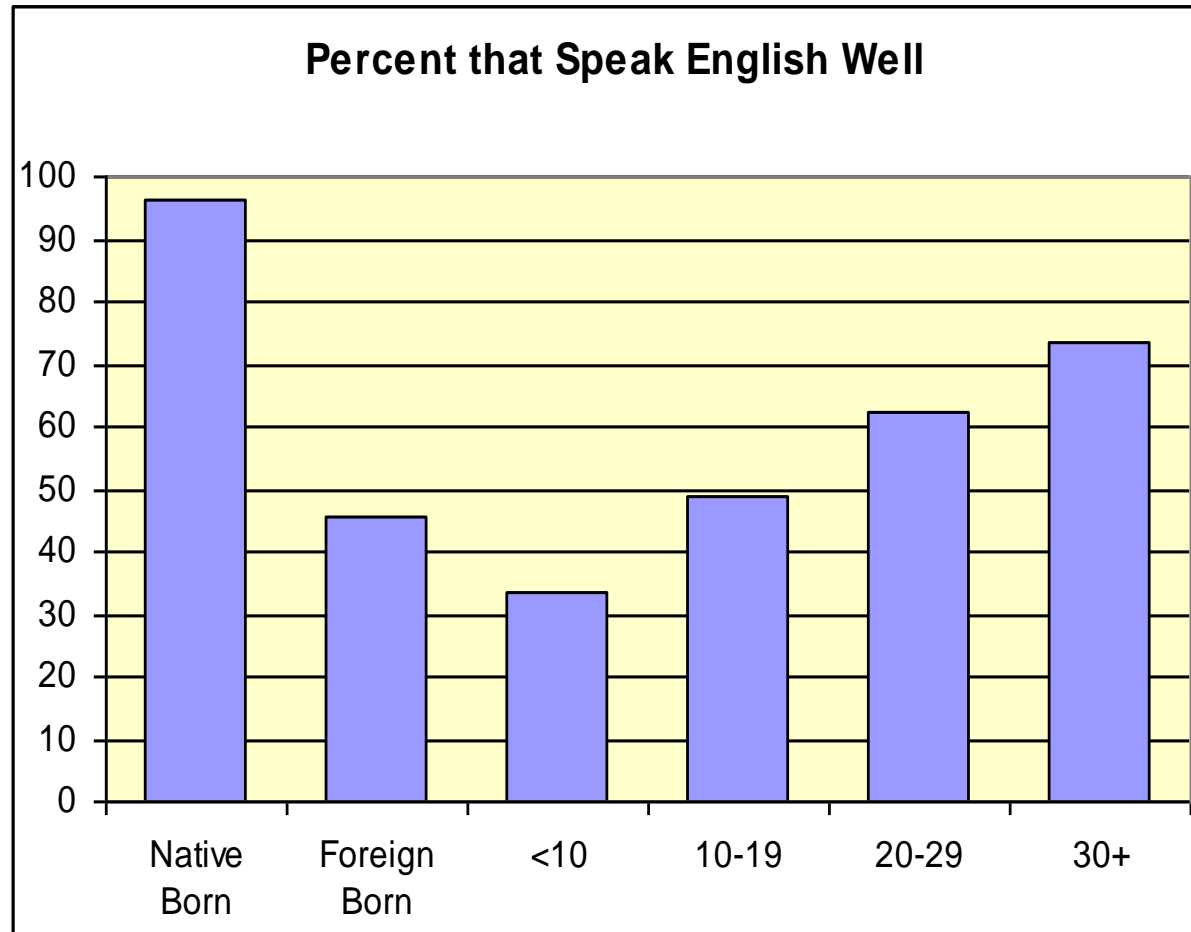
- In an inclusive and just community or organization, all members deserve to have their voice heard, understood and valued.
- People have a right to be a part of decisions and conversations that affect them.
- *Neither of the above can happen if people can't communicate with each other.*

# Language Justice

*“If you talk to a man  
in a language he understands,  
that goes to his head.  
If you talk to him in his language,  
that goes to his heart.”*

✍ Nelson Mandela

# Comparison of Percent Speaking English Well by Nativity and Duration in California



# What We Hear From Clients

- “I don’t always feel welcome at the front office because I don’t speak English”
- “I don’t attend community events or meetings because I don’t speak English”
- “Because I don’t speak English I’m unsure where to ask for help and where to get accurate information”
- “I’ve used an interpreter, but I don’t always feel comfortable that they are saying what I’m saying or telling me everything”
- Families are experiencing anxiety and mental, emotional and physical trauma



# What We Hear From Interpreters

- “When a meeting is over, clients will ask me to recap what happened because they didn’t understand it during the meeting”
- “The staff want me to make sure clients understand and they expect me to explain things to them and answer their questions”
- “I don’t typically get breaks and I have interpreted up to 4 long meetings in a row”
- “Service providers ask me to sight translate for clients and make sure they understand and even answer their questions about the forms”
- “A case manager once told me I can practically do their job since I interpret for them all time, and asked me to conduct the meeting in Spanish”

# Working with Immigrants

- Ask the client which language they prefer to use
- Develop and use intake forms and other documents in a variety of languages
- Have access to trained and qualified interpreters-rather than using minors or other family members
- Avoid jargon or high level vocabulary that even when interpreted can be difficult to understand
- Avoid making generalizations or stereotypes based on ethnicity, race, gender, etc.
- Ask culturally sensitive questions instead of making assumptions

# Interpretation and Translation

- Interpretation & translation are essential tools for creating an inclusive and effective multilingual space, though they are not the only tools!
- Interpretation = Auditory or Visual Language
- Translation= written language

# What is the role of an interpreter?

- Interpreters *orally* or *visually* relay a message between 2 or more people who do not have a common language *without adding, deleting, or changing* the content or intent of the message.



# **Is summarizing or paraphrasing okay when interpreting?**

# Interpreters need specific skills....

1. Advanced proficiency in all languages being interpreted (including different dialects)
2. Rapid mental processing
3. Strong memory retention
4. Strong concentration
5. High attention to detail
6. Listening-talking simultaneity skills (split-focus)

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# Ethics and National Standards of Practice

**\*National Council on Interpreting in Health Care, 2005**

- Accuracy
- Confidentiality
- Impartiality
- Respect
- Cultural awareness
- Role boundaries
- Professionalism
- Professional Development
- Advocacy



# Other Aspects of Accessible Language/Communication

- Academic vs. Formal vs. Informal
- Code-switching
- Communication styles  
(including personal and cultural communication styles)
- Body language
- Other?

# What is your role as a service provider?

1. Speak in short phrases, and avoid idioms, slang, professional jargon
2. Define any terms or acronyms, that interpreters and clients might not be familiar with
3. Speak in first person (by default, exceptions can occur)
4. Address the client directly, not the interpreter (use first person)
5. Monitor the interpreter/client interaction
6. Monitor and check for client understanding
7. Be present at all times during the intake/meeting
8. Debrief with the interpreter after the session

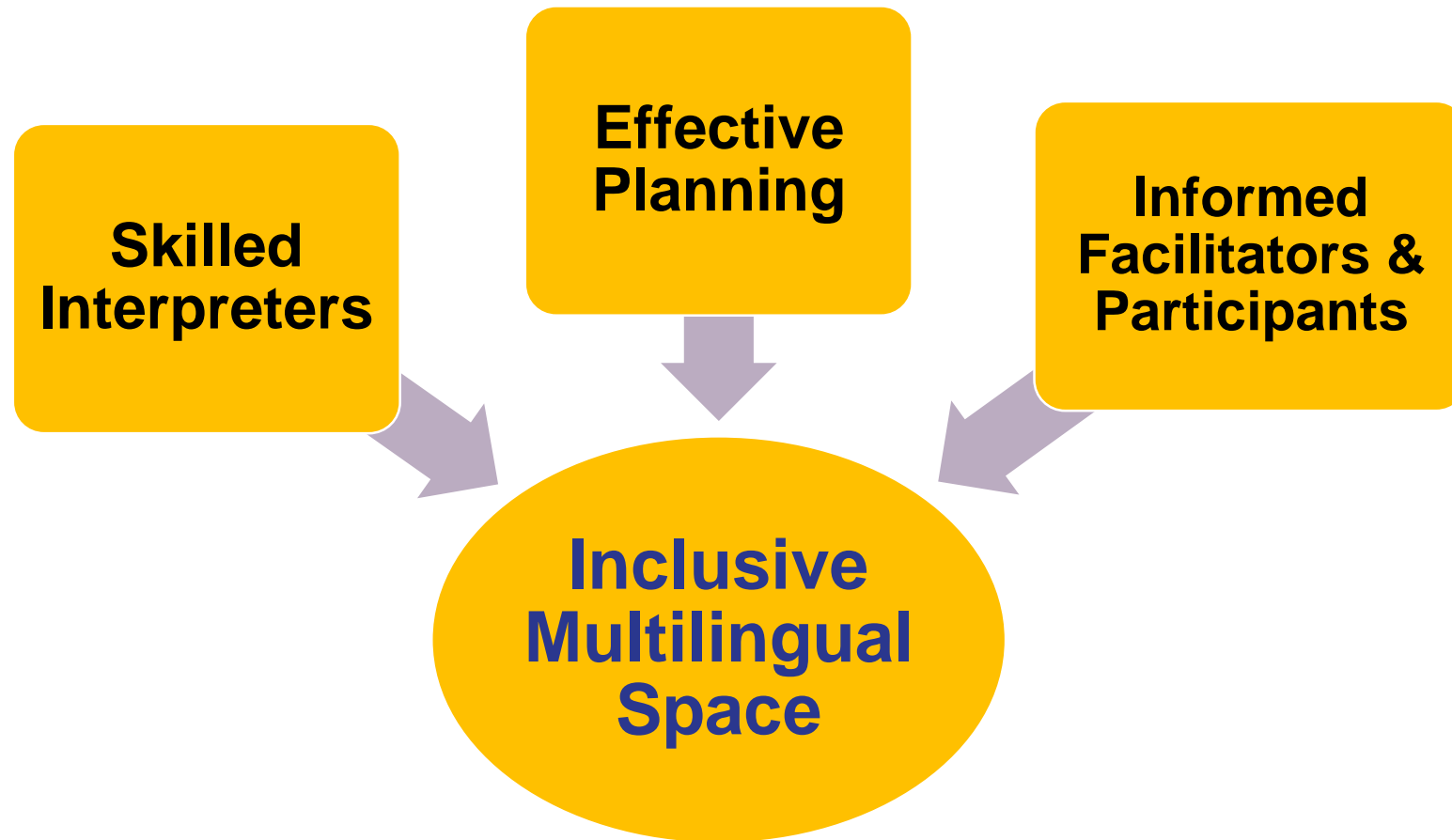
# What is the role of the interpreter?

- Interpret accurately and completely
- Maintain confidentiality
- Do not give cues
- Do not interject with own opinion
- Do not answer any questions or offer any clarification
- Adhere to administration instructions
- Debrief with service provider
- Self assess- vocabulary, comprehension, execution of task

# Planning for Cross-Language Engagement



Is everyone being treated **equitably**?



# 1. Schedule Interpreters

- Consecutive or simultaneous?
- Interpreter's level of expertise
- Schedule at least 2 weeks in advance
- Avoid dual roles
- Provide materials (Power Point, handouts, etc.)- confidentiality can still be maintained!
- Be mindful of time, more than 1 hour requires 2 interpreters

## 2. Are all written materials equivalent in content and quality?



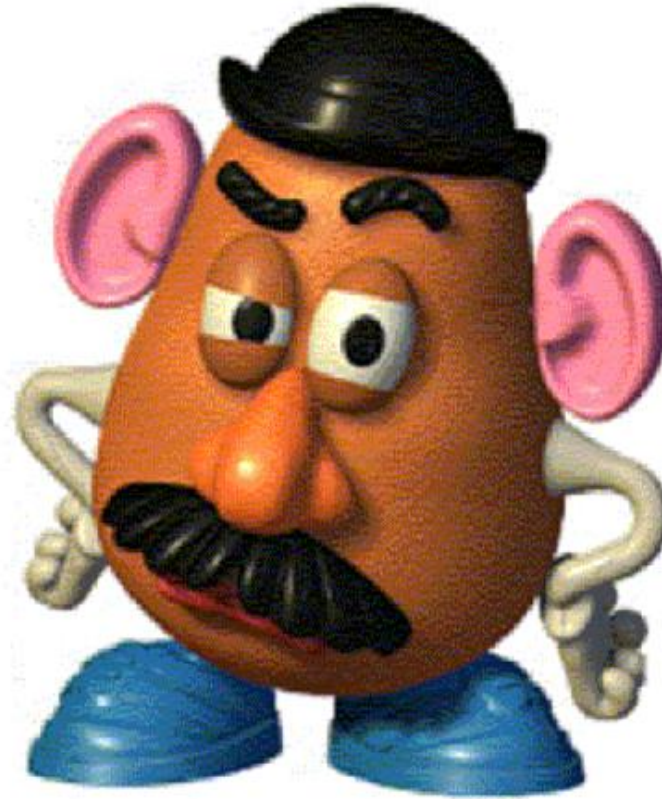




**SUCCESS HERE**



# ¿Papa o Papá?



Papá = Father

Papa = Potato

# Documents

- Print in all languages needed if possible
- Have all written materials on a shared table (do not separate based on language group)
- When referencing a document, point to it or project it so that parents have a visual to follow along (i.e. when discussing percentiles, ranges, etc.)

# Language Justice Initiative



- *One Room, Many Voices*
- *Interpreting for Social Justice*
- *The Community Interpreter International*
- Language Justice Network
- Customized Language Justice Consulting & Coaching

# Just Communities Language Justice Services

- Customized Professional Development
- Consulting
- Interpreter Training
- Strategic Thinking & Planning
- Coaching

*For more information- Lena Moran:*

*[lmoran@just-communities.org](mailto:lmoran@just-communities.org) or 805.966.2063.*

*[www.just-communities.org](http://www.just-communities.org)*

# Next Steps...

- What is one tool mentioned during this presentation that you could use to **improve language access in your practice?**
- How would it make a difference?







# Resources

- CDSS: [Notice of Language Services \(GEN 1365\)](#)
- CDSS: [Your Rights Under California Welfare Programs](#) (PUB 13 Pamphlet)
- CDSS: [Framework of Solutions for Customer Experience and Access – Resource Tool Kit](#)
- Roundtable Readiness Provide Access for All Presentations: [Riverside County](#), [Solano County](#), [Ventura County](#)
- CalFresh Forum 2019: [Food for All – Protecting and Expanding Food Access for Immigrants](#) Presentation

# Reminders



- Next webinar:  
Serving Diverse Communities & Advancing Racial Equity  
Guest Speakers: Public Health Advocates  
Tuesday, April 16, 2019  
1:00pm – 2:00pm
- More information, including webinar materials and Q&A:  
[www.cdss.ca.gov/CalFreshSSI](http://www.cdss.ca.gov/CalFreshSSI)
- Email: [CalFreshSSI@dss.ca.gov](mailto:CalFreshSSI@dss.ca.gov)